



Third-Party Liability

All providers must comply with MassHealth third-party liability (TPL) requirements under 130 CMR 450.316. TPL includes the primary insurance on file for a member. If the eligibility file indicates the member has other active insurance, generally you must bill that insurer before billing MassHealth. Certain limited exceptions exist under federal law in the case of prenatal or preventive pediatric care, or if the Department of Revenue is carrying out child-support enforcement. If you have a question about whether you must bill an insurer before billing MassHealth, you may call MassHealth Customer Service at 1-800-841-2900. Dental providers should consult their Office Reference Manual or call 1-800-207-5019.

How to Determine if TPL Coverage Exists

Providers should make diligent efforts to identify other insurers. Diligent efforts include verifying the member's other health insurance coverage known to MassHealth, through the Recipient Eligibility Verification System (REVS). You will receive the five-digit carrier code for any active insurance. Cross-reference this information with the TPL carrier code listing found in Appendix C of your MassHealth provider manual. If you cannot find the carrier code in Appendix C, verify the coverage by contacting MassHealth Customer Service at 1-800-841-2900. Dental providers can verify eligibility and other health insurance by calling 1-800-207-5019.

How to Update the TPL Information on File*

Files can be updated when TPL coverage has ended, the information on file is incorrect, or the name of the insurance has changed. Send an explanation of benefits (EOB) showing the correct information, a completed Third-Party Liability Indicator (TPLI) form (available from the Provider Forms link on www.mass.gov/masshealth), and any other supporting documentation to the appropriate address below. Do not send claim forms to these addresses.

For a commercial policy:

MassHealth
Third Party Liability Unit
P.O. Box 9209
Boston, MA 02209
Fax: 617-357-7604

For a Medicare policy:

MassHealth
CHCF-Medicare Unit
The Schraffts Center
529 Main Street, 3rd Floor
Charlestown, MA 02129-1120
Fax: 617-886-8133

Explanation of Benefits (EOB)

Paper Submissions: A valid EOB from another insurer is acceptable. Please refer to your MassHealth provider manual for proper billing instructions.

Electronic Submissions: Please refer to the Implementation Guide for proper billing of COB claims.

*Insurance cannot be removed from the member's file when the coverage is active, but does not cover a particular service.